



INQUIRY AND PUBLICATION SYSTEM USER MANUAL

Draft Version 1.0

July 8, 2004

Contract Number: CON01000008

Task Number: 2003-45

Prepared For:

Office of Engineering and Technology

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

TABLE OF CONTENTS

1.	INTRODUCTION.....	1-1
1.1	OET INQUIRY AND KNOWLEDGE BASE SYSTEM WEB SITE	1-1
1.2	SYSTEM REQUIREMENTS	1-1
2.	OET KNOWLEDGE BASE SYSTEM.....	2-2
2.1	SEARCHING THE KNOWLEDGE BASE SYSTEM.....	2-2
2.2	INDEX SEARCH	2-3
2.3	SUBMITTING AN INQUIRY	2-6
2.4	REPLY TO AN INQUIRY RESPONSE.....	2-10
2.5	INQUIRY CATEGORY REPORT - BLANK	2-15
2.6	VIEW INSTRUCTIONS	2-15

Table of Exhibits

EXHIBIT 2-1: KNOWLEDGEBASE SEARCH ENTRY PAGE	2-2
EXHIBIT 2-2: KNOWLEDGEBASE SEARCH RESULTS PAGE	2-3
EXHIBIT 2-3: INDEX SEARCH	2-4
EXHIBIT 2-4: INDEX SEARCH RESULTS PAGE	2-5
EXHIBIT 2-5: SEARCH RESULTS DOCUMENTATION	2-6
EXHIBIT 2-6: INQUIRY FORM	2-7
EXHIBIT 2-7: ATTACH FILE WITH AN INQUIRY	2-8
EXHIBIT 2-8: ATTACHMENT UPLOAD CONFIRMATION PAGE.....	2-9
EXHIBIT 2-9: INQUIRY CONFIRMATION PAGE.....	2-10
EXHIBIT 2-10: REPLY TO INQUIRY RESPONSE (PART I)	2-11
EXHIBIT 2-11: REPLY TO AN INQUIRY RESPONSE (PART II)	2-12
EXHIBIT 2-12: ADD ATTACHMENTS TO REPLY	2-13
EXHIBIT 2-13: ATTACHMENT UPLOAD CONFIRMATION PAGE	2-14
EXHIBIT 2-14: INQUIRY CONFIRMATION PAGE—NEED TO UPDATE WITH CORRECT BITMAP	2-15

1. INTRODUCTION

This document provides the user with preliminary and general information that will be of assistance in using the Inquiry and Knowledgebase WEB application. Included are procedures for:

- Submitting an Inquiry;
- Responding to an Inquiry Response from the OET;
- Performing Searches.

1.1 OET Inquiry and Knowledgebase System Web Site

The OET Inquiry and Knowledgebase System web site allows the public to electronically submit questions to the OET. There are also on-line search options available, allowing users the ability to find helpful information prior to submitting an inquiry.

The web address is <https://selafoff.fcc.gov/prod/oet/cf/kdb/index.cfm>.

1.2 System Requirements

The minimum requirements to run the EAS web application are as follows:

486/66 or better microprocessor
8 MB or higher RAM
15" monitor
Netscape 4.03 or higher
Internet Explorer 4.0 or higher

2. OET KNOWLEDGE BASE SYSTEM

Welcome to the World Wide Web based application for the OET Knowledge Base System. From this application, users have the ability to:

- Searching the Knowledge Base system;
- Submitting an Inquiry;
- Responding to an Inquiry Response from the OET;

2.1 Searching the Knowledge Base System

The Knowledge Base search offers a full-text search on all FCC's publications from the Frequently Asked Questions (FAQ) and the Interpretations Database (IDB) records.

To perform a search, select the "Search our Knowledge Base" hyperlink and a page similar to the following exhibit appears:

The screenshot shows a web browser window titled "Federal Communications Commission Search - Microsoft Internet Explorer". The page has a blue header with the FCC logo and navigation links: "FCC Home | Search | Updates | E-Filing | Initiatives | For Consumers | Find People". Below the header is a yellow banner for the "Office of Engineering and Technology". The main content area has a breadcrumb trail: "FCC > FCC E-Filing > Inquiry System Home Page > Standard Search" and a "site map" link. A search section contains a "Search:" label, a text input field, a "search" button, and links for "Help" and "Advanced". The footer contains contact information for the Federal Communications Commission, including address, phone, TTY, fax, and email, as well as links to "Web Policies & Privacy Statement", "Customer Service Standards", and "Freedom of Information Act".

Exhibit 2-1: Knowledgebase Search Entry Page

Enter the search criteria and select the “Submit Query” button. A page similar to the following exhibit appears displaying all records that match the entered criteria.

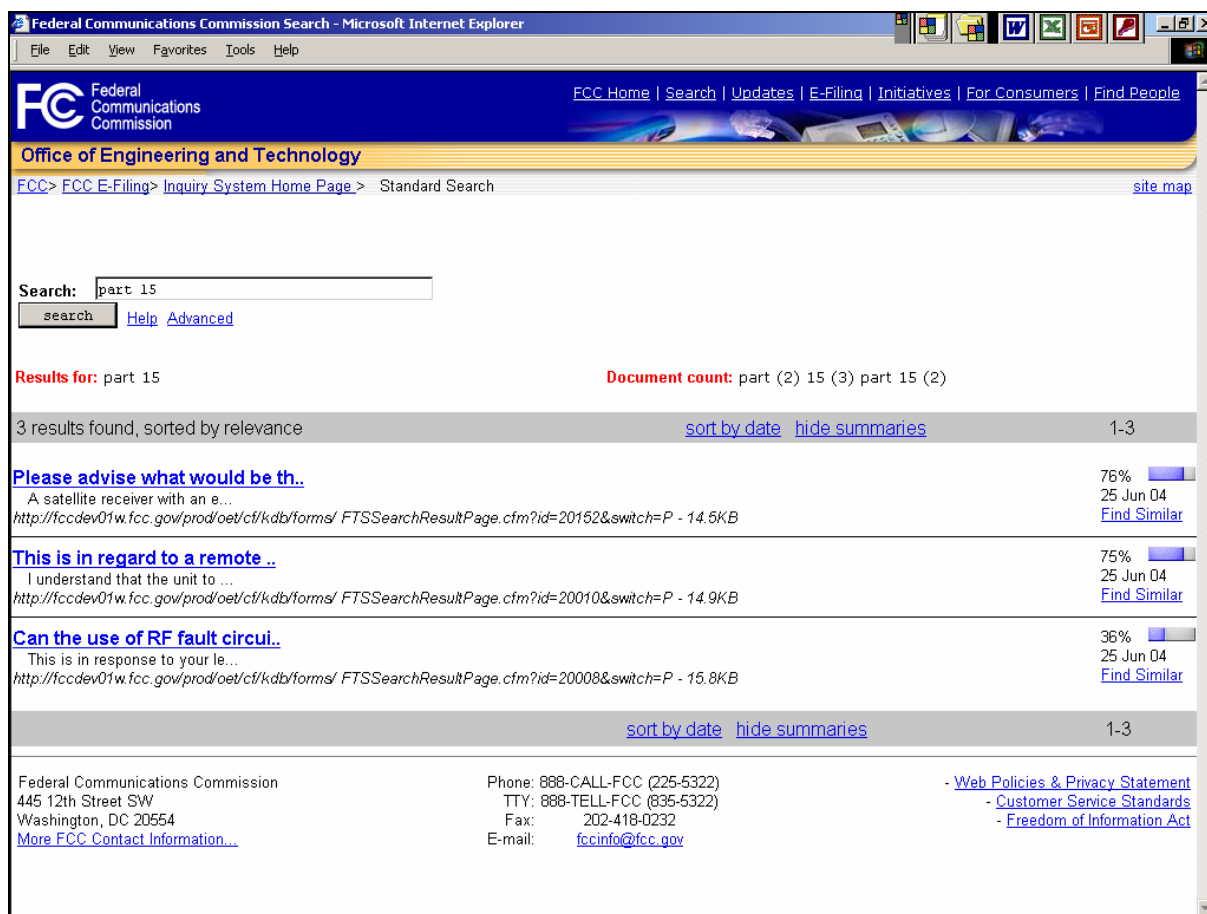


Exhibit 2-2: Knowledgebase Search Results Page

You may scroll through the results, ten rows at a time, or refine your search using the option at the top of the page.

2.2 Index Search

The Index Search option offers a full-text search on all FCC’s publications from the Frequently Asked Questions (FAQ) and the Interpretations Database (IDB) records.

To perform a search, select the “Index Search” hyperlink and a page similar to the following exhibit appears:

OET Inquiry System Internal Advanced Search - Microsoft Internet Explorer

File Edit View Favorites Tools Help

FCC Home | Search | Updates | E-Filing | Initiatives | For Consumers | Find People

Federal Communications Commission

Office of Engineering and Technology

OET Home Page

FCC > FCC E-filing > Inquiry System Home Page > Internal Advanced Search

User Acceptance System. This site is used for demonstration and testing purposes only.

This text is modifiable by an OET supervisor through the Web Tag Maintenance Screen in EAS

Search Instructions:

Enter any sentence, phrase or subject:

Search this category first:

Publication Category:

☒ FAQ ☒ Interpretations

Show 10 Records at a Time

Submit query Clear Fields

Last Reviewed/Updated on 06/06/2004

Please send any comments or suggestions for this site to [OET Systems Support](#)

Federal Communications Commission
445 12th Street, SW
Washington, DC 20554
[More FCC Contact Information...](#)

Phone: 888-CALL-FCC (225-5322)
TTY: 888-TELL-FCC (835-5322)
Fax: 202-418-0232
E-mail: fccinfo@fcc.gov

- [Web Policies & Privacy Statement](#)
- [Customer Service Standards](#)
- [Freedom of Information Act](#)

Exhibit 2-3: Index Search

Field Name	Definition
<i>All fields marked with an asterisk (*) are required.</i>	
Enter any sentence, phrase or subject:	Enter the search sentence, phrase or subject criteria.
Search this category first:	Select the appropriate category from the drop down list.
Publication Category	Select which publication database to perform the search, either FAQ or the Interpretations Database.

To perform the search, select the “Submit Query” button.

A page similar to the following exhibit appears displaying all records that match the entered criteria.

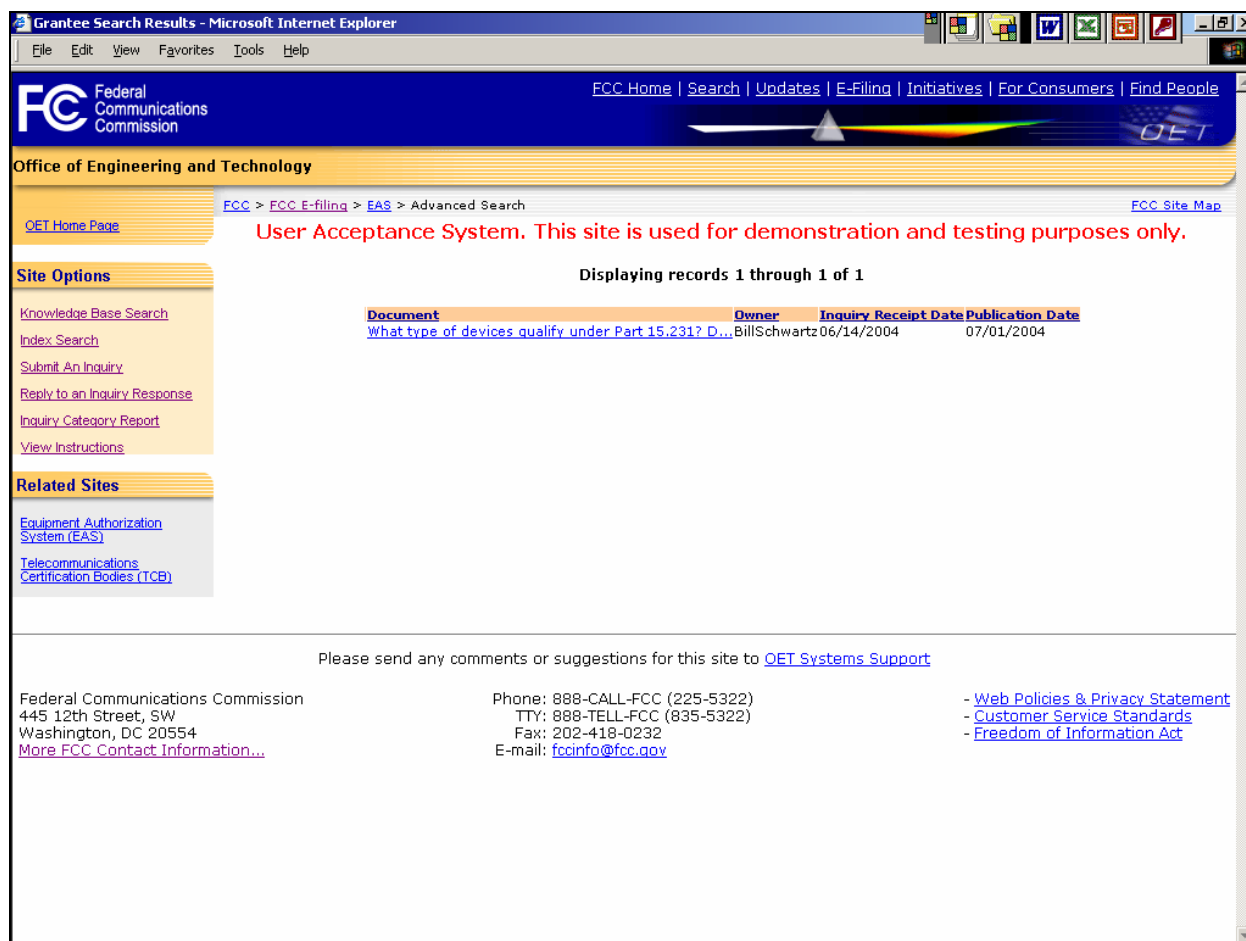


Exhibit 2-4: Index Search Results Page

To view any documentation listed on the results page, click on the desired document's link, a page similar to the following exhibit appears.

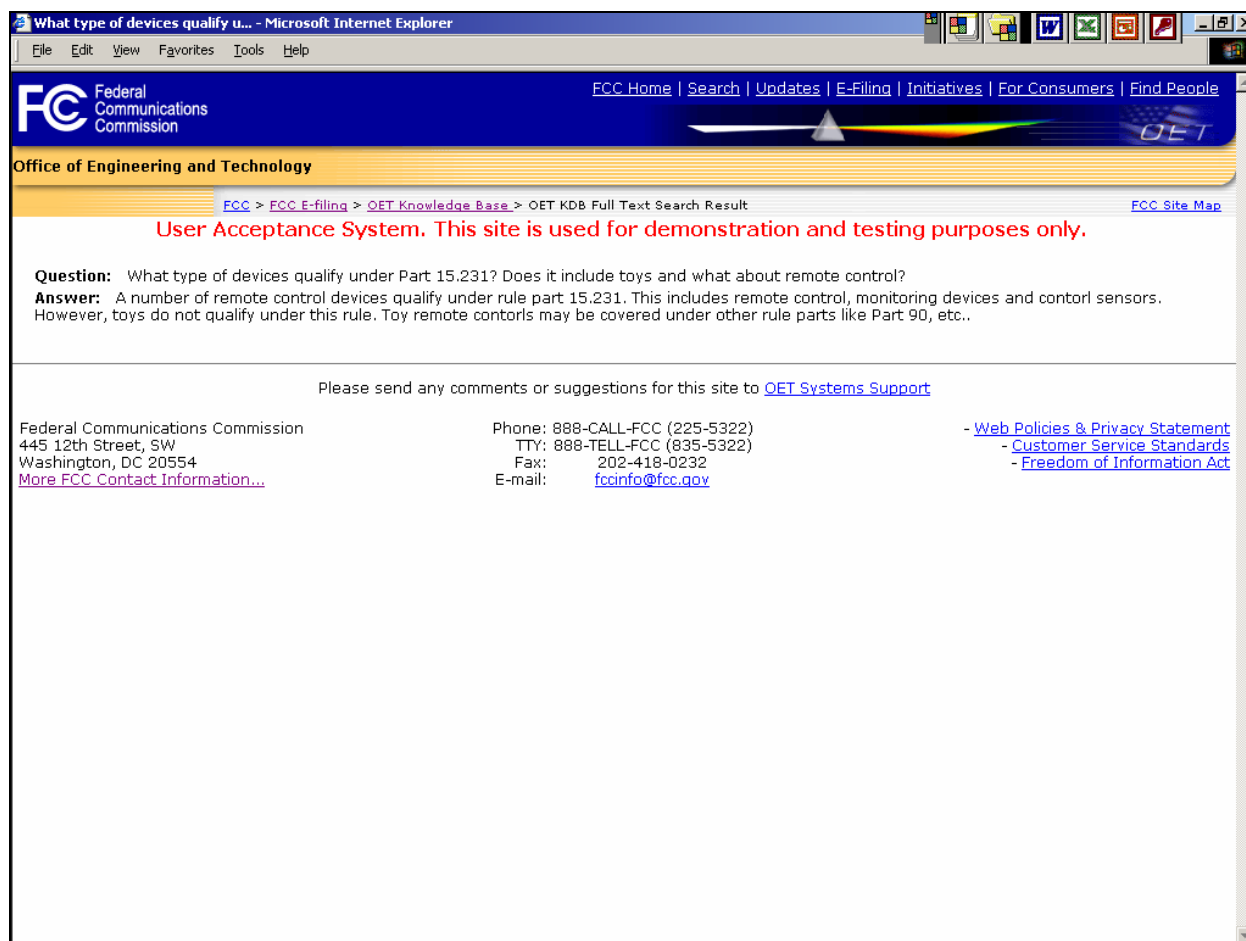


Exhibit 2-5: Search Results Documentation

2.3 Submitting an Inquiry

If you are not able to find the answers to your questions using the standard or advanced searches provided, you may now submit a question(s) over the internet to the OET by selecting the link "Submit an Inquiry". When selected, a page similar to the following exhibit appears:

OET Inquiry Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

FCC Home | Search | Updates | E-Filing | Initiatives | For Consumers | Find People

Federal Communications Commission

Office of Engineering and Technology

OET Home Page

FCC > FCC E-filing > Inquiry System Home Page > Submit Inquiry

FCC Site Map

User Acceptance System. This site is used for demonstration and testing purposes only.

Submit Your Question to the OET Laboratory Staff

The OET Supervisor may update this information real-time through the EAS Lookup Table Maintenance Window.

Contact Information:

First Name: *

Last Name: *

Telephone Number: * Extension:

E-mail address: *

To ensure accuracy, please re-type e-mail address: *

Address:

Line 1: *

Line 2:

P.O. Box:

City: *

State:

Country: *

Zip/Postal Code:

Inquiry details:

Select the category that best matches your question:

Enter your inquiry:

* - This field is required in order to complete the inquiry.

Submit Inquiry Clear

Exhibit 2-6: Inquiry Form

The following fields appear on the form:

Field Name	Definition
<i>All fields marked with an asterisk (*) are required.</i>	
First Name*	Enter the contact's first name.
Last Name*	Enter the contact's last name.
Phone Number*	Enter the contact's complete telephone number. This is an alpha-numeric field. Enter the contact's telephone extension.
Email Address*	Enter the contact's e-mail address. The e-mail address format is as follows: name@company.ext
Re-Typed E-mail Address*	Re-enter the contact's e-mail address.
Category of inquiry	Select the category that best matches your question from the drop-down list.
Inquiry Text*	Enter the inquiry.
Address Line One*	Enter the contact's mailing address.
Address Line Two	Enter the contact's mailing address (if applicable).
City*	Enter the contact's city.
Country*	If located outside the United States of America, select the country's name.
State	Select the contact's state from the drop down menu.
Zip Code	Enter the zip/postal code. This is an alpha-numeric field.

To submit the inquiry, complete the form and select the "Submit Inquiry" button. A page similar to the following exhibit appears:

The screenshot shows a web browser window displaying the FCC's Attachment Upload Page. The page has a blue header with the FCC logo and navigation links. The main content area is titled "Attachment Upload Page" and includes a red warning: "User Acceptance System. This site is used for demonstration and testing purposes only." Below this, there are sections for "Site Options" and "Related Sites". The main form area is titled "Attachment Submission Instructions" and contains several fields and checkboxes for submitting attachments. At the bottom, there are buttons for "Attach File With Response", "Clear", and "Proceed to Receive Confirmation".

https://seiafoss.fcc.gov/prod/oet/cf/kdb/processing/AttachmentEntry.cfm - Microsoft Internet Explorer

File Edit View Favorites Tools Help

FCC Home | Search | Updates | E-Filing | Initiatives | For Consumers | Find People

FC Federal Communications Commission

Office of Engineering and Technology

FCC > FCC E-filing > Inquiry System Administration Page > Attachment Upload Page

FCC Site Map

OET Home Page

User Acceptance System. This site is used for demonstration and testing purposes only.

Site Options

[Search our Knowledge Base](#)
[Advanced Search](#)
[Submit An Inquiry](#)
[Reply to an Inquiry Response](#)
[Inquiry Category Report](#)
[View Instructions](#)

Related Sites

[Equipment Authorization System \(EAS\)](#)
[Telecommunications Certification Bodies \(TCB\)](#)

If you have any documents, images, etc. that need to be included with your response, please attach them below. You may submit as many as necessary, one at a time. If not, select the "No thanks" button to complete the response.

Attachment Submission Instructions

Click here if you consider this document confidential: ☐

Click here if this document is for internal use only: ☐

Please provide a brief description of this attachment: *

Specify the file to include with this response: *

Specify the Type of File Submitted: *

* - This field is required in order to complete the response.

Please send any comments or suggestions for this site to [OET Systems Support](#)

Federal Communications Commission
 445 12th Street, SW
 Washington, DC 20554
[More FCC Contact Information...](#)

Phone: 888-CALL-FCC (225-5322)
 TTY: 888-TELL-FCC (835-5322)
 Fax: 202-418-0232
 E-mail: fccinfo@fcc.gov

- [Web Policies & Privacy Statement](#)
 - [Customer Service Standards](#)
 - [Freedom of Information Act](#)

Exhibit 2-7: Attach File with an Inquiry

You now have the opportunity to submit any documents or images that need to be included with your response.

Field Name	Definition
<i>All fields marked with an asterisk (*) are required.</i>	
Click here if you consider this document confidential:	Select this radio button if the document should be considered confidential.
Click here if this document is for internal use only:	Select this radio button if the document should only be used internally by the OET staff.
Please provide a brief description of this attachment*:	Enter a brief description of the attachment.
Specify the file to include with this response*:	Select the “Browse” button and upload the attachment.
Specify the Type of File Submitted: *	Select the appropriate attachment type from the drop down list.

To submit an attachment, answer all the questions, select the “Browse” button to upload the document and click on the “Attach File with Response” button.

A page similar to the following exhibit appears:

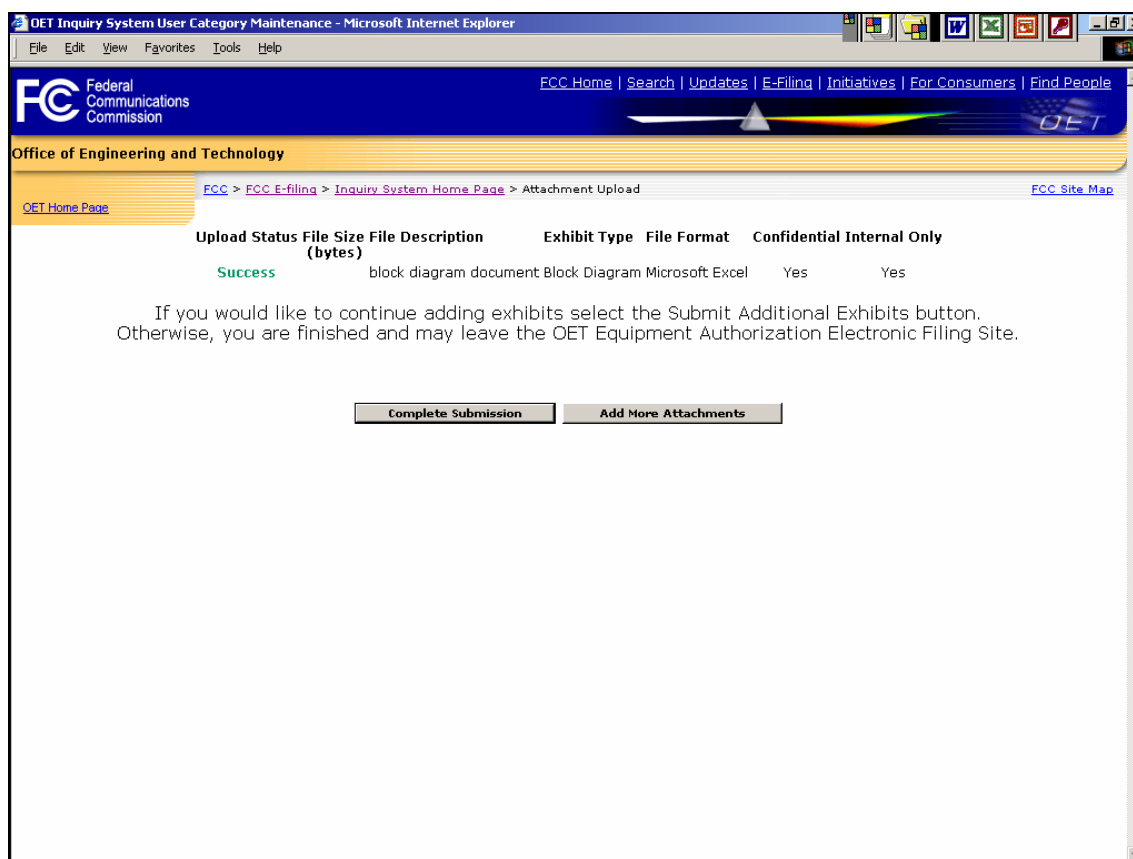


Exhibit 2-8: Attachment Upload Confirmation Page

If it is not necessary to submit an attachment, simply select the “Proceed to Receive Confirmation” button. A page similar to the following exhibit appears:

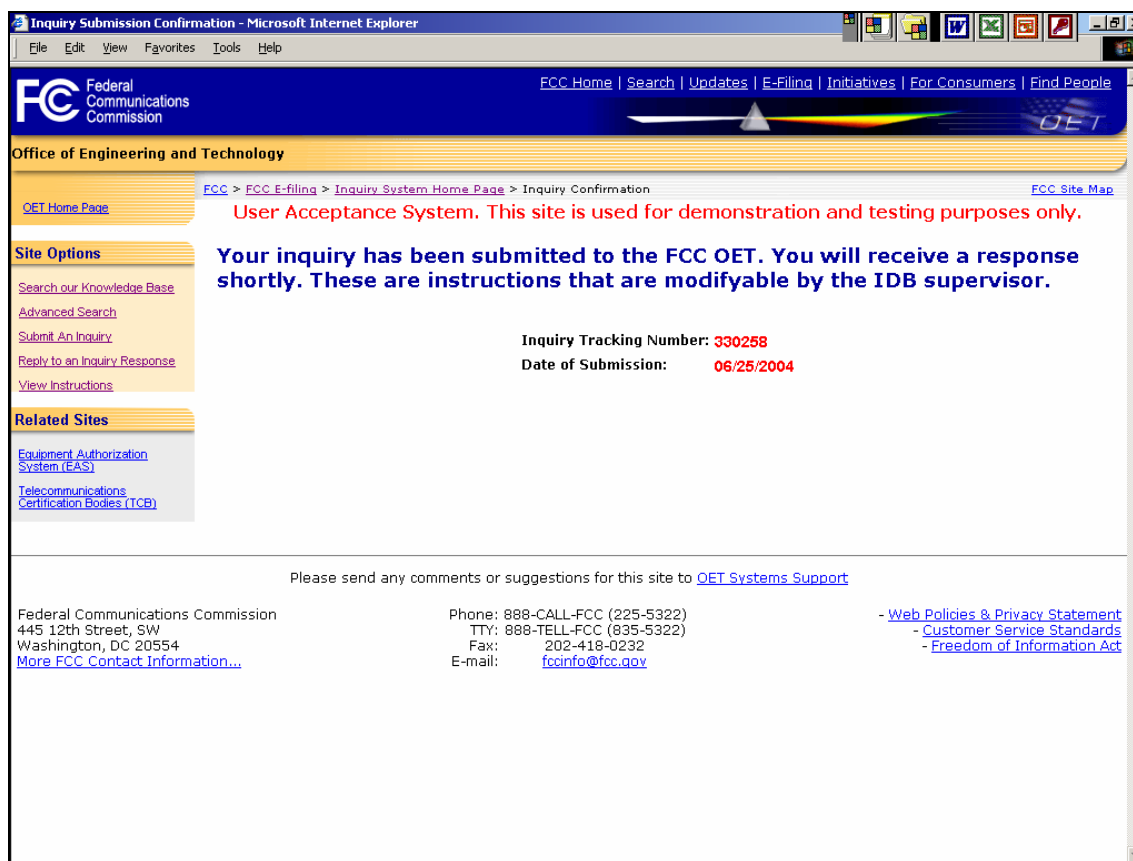


Exhibit 2-9: Inquiry Confirmation Page

The confirmation page provides an inquiry tracking number and the date of submission.

2.4 Reply to an Inquiry Response

Once an OET Staff member has responded to an inquiry the customer has the ability to reply back to the OET with additional questions or comments, including the submission of one or more attachments.

To respond to an OET's response of an inquiry, select the "Reply to an Inquiry Response" link. A page similar to the following exhibit appears:

OET Inquiry System Reply to OET Response - Microsoft Internet Explorer

File Edit View Favorites Tools Help

FCC Home | Search | Updates | E-Filing | Initiatives | For Consumers | Find People

Federal Communications Commission

Office of Engineering and Technology

FCC > FCC E-filing > Inquiry System Home Page > Reply to OET Response

User Acceptance System. This site is used for demonstration and testing purposes only.

Reply to an OET Response

Enter the inquiry tracking number:

* - This field is required in order to proceed.

Proceed Clear

Please send any comments or suggestions for this site to [OET Systems Support](#)

Federal Communications Commission
445 12th Street, SW
Washington, DC 20554
[More FCC Contact Information...](#)

Phone: 888-CALL-FCC (225-5322)
TTY: 888-TELL-FCC (835-5322)
Fax: 202-418-0232
E-mail: fccinfo@fcc.gov

- [Web Policies & Privacy Statement](#)
- [Customer Service Standards](#)
- [Freedom of Information Act](#)

Exhibit 2-10: Reply to Inquiry Response (Part I)

Field Name	Definition
<i>All fields marked with an asterisk (*) are required.</i>	
Inquiry Tracking Number*	Enter the Inquiry Tracking Number provided on the Inquiry's Confirmation Page when the Inquiry was originally submitted. ?It may also be found on the OET's response email?

Select the "Proceed" button and a page similar to the following exhibit appears.

OET Inquiry System Reply to OET Response, Tracking Number 330258 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

FCC Home | Search | Updates | E-Filing | Initiatives | For Consumers | Find People

Federal Communications Commission

Office of Engineering and Technology

OET Home Page

FCC > FCC E-filing > Inquiry System Home Page > Reply to OET Response

Reply to an OET Response

Currently Display Inquiry Tracking Number: **330258**

Site Options

[Search our Knowledge Base](#)
[Advanced Search](#)
[Submit An Inquiry](#)
[Reply to an Inquiry Response](#)
[View Instructions](#)

Related Sites

[Equipment Authorization System \(EAS\)](#)
[Telecommunications Certification Bodies \(TCB\)](#)

Contact Information:
 Customer First Name: **Bill**
 Customer Last Name: **Schwartz**
 Telephone Number: **3013623037**
 Extension:
 E-mail Address: **bschwartz@fcc.gov**

Address:
 Line 1: **123456 Columbia Street**
 Line 2:
 P.O. Box: **Columbia**
 City: **Columbia**
 State: **Maryland**
 Zip Code: **20901**
 Country: **United States**

Inquiry Details:
 Inquiry Category: **AM Transmitters**

This is my inquiry.

Response:
 This is my Response.

Enter any additional comments below:

Attachment List:
[block diagram document](#)

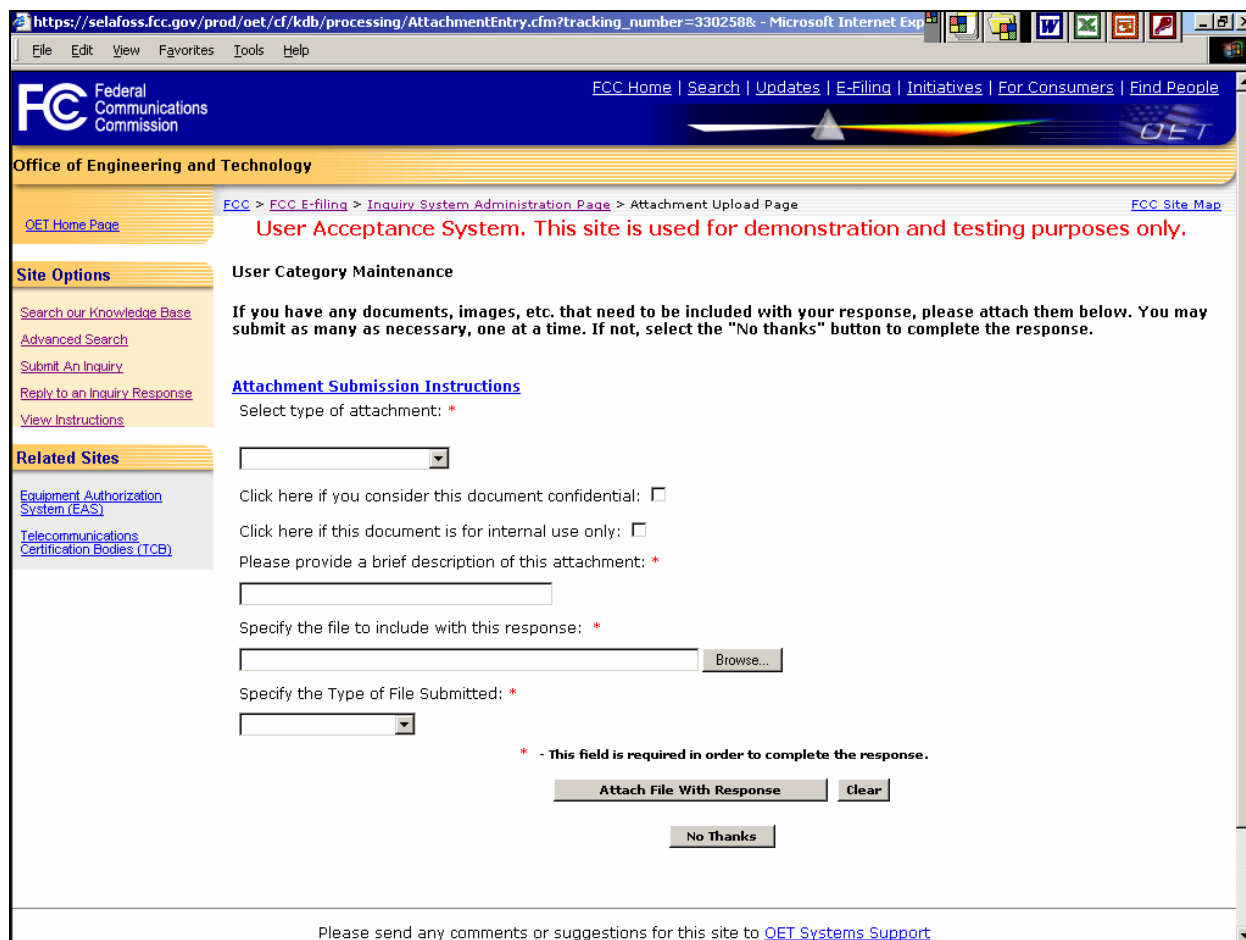
Proceed **Clear**

Exhibit 2-11: Reply to an Inquiry Response (Part II)

All the information pertaining to the original inquiry and response is displayed. Any attachments that were included with the original inquiry may be viewed by selecting the attachment links available at the bottom of the page.

Field Name	Definition
<i>All fields marked with an asterisk (*) are required.</i>	
Enter Additional Comments*	Enter your comments and/or questions related to this Inquiry.

Select the “Proceed” button and a page similar to the following exhibit appears.



The screenshot shows a web browser window with the URL https://selafoff.fcc.gov/prod/oet/cf/kdb/processing/AttachmentEntry.cfm?tracking_number=330258&. The page is titled "User Acceptance System. This site is used for demonstration and testing purposes only." and is part of the "Office of Engineering and Technology" section. The breadcrumb trail is "FCC > FCC E-filing > Inquiry System Administration Page > Attachment Upload Page". The page includes a sidebar with "Site Options" (Search our Knowledge Base, Advanced Search, Submit An Inquiry, Reply to an Inquiry Response, View Instructions) and "Related Sites" (Equipment Authorization System (EAS), Telecommunications Certification Bodies (TCB)). The main content area is titled "User Category Maintenance" and contains instructions: "If you have any documents, images, etc. that need to be included with your response, please attach them below. You may submit as many as necessary, one at a time. If not, select the 'No thanks' button to complete the response." Below this are "Attachment Submission Instructions" and a form with the following fields: "Select type of attachment: *" (a dropdown menu), "Click here if you consider this document confidential: ☐", "Click here if this document is for internal use only: ☐", "Please provide a brief description of this attachment: *" (a text box), "Specify the file to include with this response: *" (a text box with a "Browse..." button), and "Specify the Type of File Submitted: *" (a dropdown menu). A red asterisk note states: "* - This field is required in order to complete the response." At the bottom of the form are three buttons: "Attach File With Response", "Clear", and "No Thanks". The footer of the page says "Please send any comments or suggestions for this site to [OET Systems Support](#)".

Exhibit 2-12: Add Attachments to Reply

Any additional attachments that need to be included may be added by following the process similar to adding attachments to the original inquiry. Once the attachments are loaded, select the “Attach File with Response” button.

If it is not necessary to submit an attachment, simply select the “No Thanks” button.

If attachments were added, a page similar to the following exhibit appears:

A page similar to the following exhibit appears:

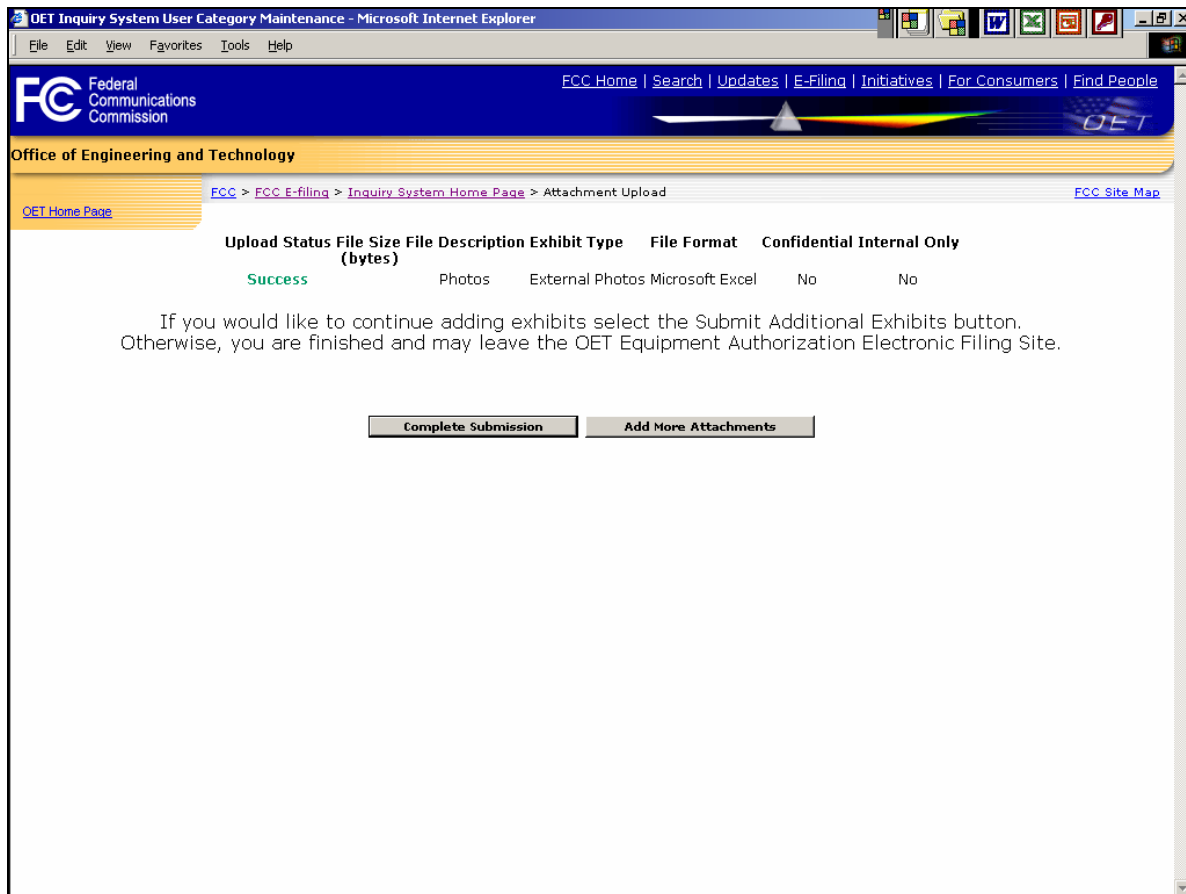


Exhibit 2-13: Attachment Upload Confirmation Page

To add more attachments, select the “Add More Attachments” button. When all attachments are uploaded selected the “Complete Submission” button.

A page similar to the following exhibit appears:

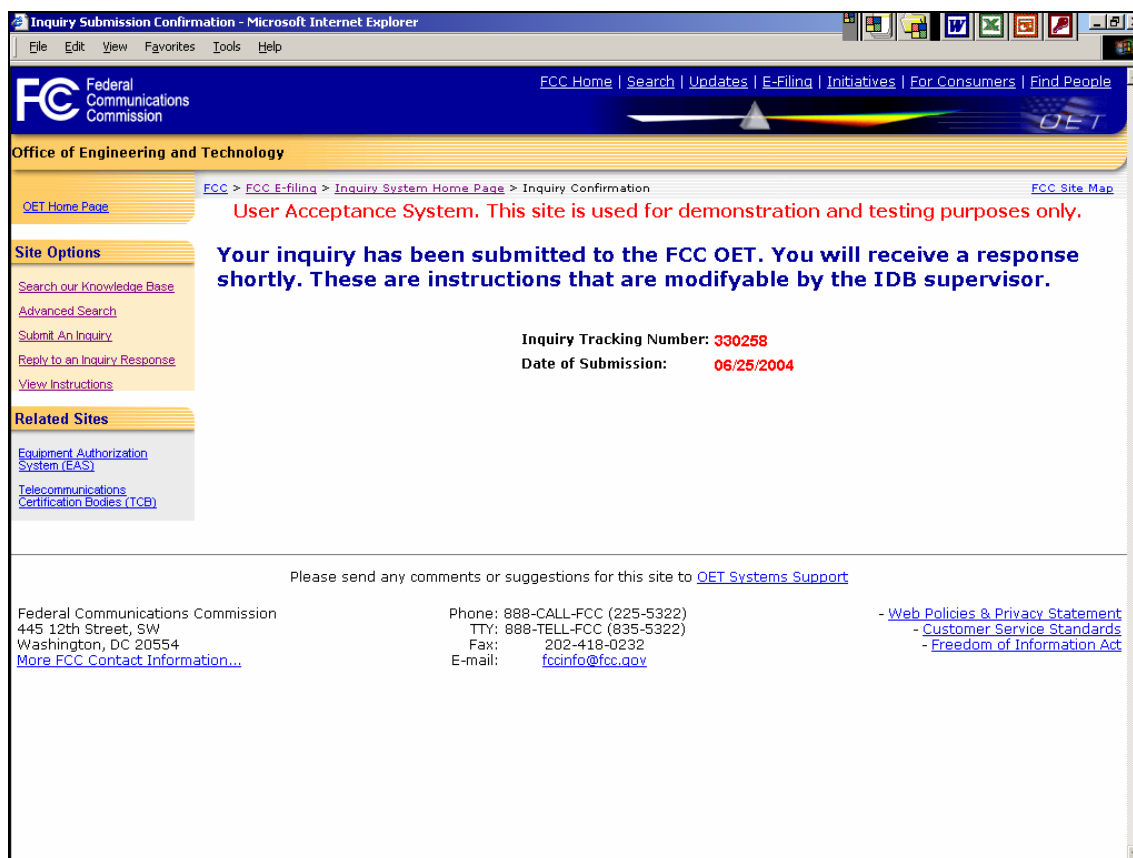


Exhibit 2-14: Inquiry Confirmation Page—Need to update with Correct bitmap

The confirmation page provides the original inquiry tracking number, the original date the inquiry was submitted and the current date of submission.

2.5 Inquiry Category Report - Blank

2.6 View Instructions

For instructions on using the OET Knowledge Base System, select the “View Instructions” link. The manual opens in PDF format.